

	Standard Operating Procedure		
	Title / Subject	Effective Date	Revision Date
	<u>Radio Repair Request</u>	01/10/12	05/08/2012
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## 1. PURPOSE

To provide a statewide central location for reporting any critical infrastructure (radio/microwave) disruption of the Statewide Interoperable Radio Network (SIRN).

## 2. POLICY

This policy applies to all public safety and statewide agencies associated with the SIRN who are responsible for the operation and maintenance.

- 2.1 A toll free number **1-866-76-RADIO (1-866-767-2346)** has been established for Primary Dispatch Centers to report any disruption of the SIRN Infrastructure. As an alternate to the 1-866-767-2346 number Primary Dispatch Centers can dial 304-765-4500 to report the SIRN infrastructure issue.
- 2.2 Primary Dispatch Centers may complete the SIRN Repair Request Form and fax same to 304-285-3148, which may be obtained from  
<http://www.SIRN.wv.gov/information/downloads/Pages/default.aspx>
- 2.3 Problems associated with subscriber units (mobiles/portables) shall be reported to the user's agency/primary dispatch center.

## 2.4 MCC COMMUNICATION COORDINATORS

2.4.1 Calls will be received 24/7/365 at the above number.

2.4.2 Communicators will record information on a SIRN Repair Request Form

2.4.3 Communicators will contact WV Office of Emergency Medical Services (OEMS) technician responsible for the region in which the disruption has occurred within 10 minutes of receiving the call. For all SIRN related issues contact the Chief SIRN Technician.

2.4.3.1 The first call will be made to the technician's cellular telephone.

2.4.3.2 If no response they will page the technician.

2.4.3.3 If no response they will call the technician's home phone number.

2.4.3.4 If no response, Communicators will contact the next technician closest to the area of disruption and follow the same procedure as above.

2.4.3.5 This procedure will continue until a technician can be reached.

2.4.3.6 In the event technicians cannot be contacted the Communicator will contact OEMS Director of Medical Communications.

2.4.3.7 If the OEMS Director of Medical Communications is not available contact the State EOC at 304-558-5380 and the SWIC at swic@wv.gov

2.4.3.8 Following investigation by the technician and notification of the estimated time frame for repair, the Communicator will notify the individual who originally placed the request of estimated time frame

2.4.4 Once the MCC Communicator has completed the above steps they will e-mail or fax the completed Radio Repair Request form to the individuals listed on the form.

## 2.5 SIRN TECHNICAL STAFF

2.5.1 Upon notification of disruption in the SIRN or Medical Command system, the technician will begin an investigation into the event and take necessary steps to resolve the disruption

2.5.2 The technician will notify MCC Communicator of the results of their investigation, if additional resources are needed to assist him in solving the problem and an estimated time to repair.

2.5.3 The MCC Communicator will then notify the initial caller of the estimated time to repair.

2.5.4 If the issue cannot be resolved within eight (8) hours, the MCC Communicator will notify the Statewide Interoperability Coordinator (SWIC) and OEMS Director of Communications.

## 2.6 OFFICE OF EMS, MEDICAL COMMUNICATION DIVISION ADMINISTRATIVE STAFF

2.6.1 Upon receipt or completion of the SIRN Repair Request form, staff will:

2.6.1.1 Date the form.

2.6.1.2 Contact the technician who received the call for a status update.

2.6.1.3 Maintain a database of all complaints and resolutions.

2.6.1.4 Keep the Medical Communications Director and SWIC apprised of any open requests.

2.6.1.5 Provide data to OEMS Director, Medical Director, Medical Communication Director and the SWIC monthly and as requested.